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PATENT
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Art Unit 2643

In re application of

Fain et al.

Serial No. 09/894,359

Filing Date: June 28, 2001

SYSTEM AND METHOD FOR PROVIDING A
CALL BACK OPTION FOR CALLERS TO A
CALL CENTER

TRANSMITTAL LETTER FOR 37 C.F.R § 3.73(b) STATEMENT

Pittsburgh, Pennsylvania 15222

November 2, 2001

Commissioner for Patents
Washington, DC 20231

Sir:

Enclosed please find a 37 C.F.R. § 3.73(b) Statement (the "Statement") for the above-identified application (the "subject application"). The Statement has been executed by an

"Express Mail" mailing label number

EF133027278US

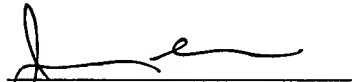
Date of Deposit November 2, 2001

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, D.C. 20231.

Patricia A. Mach

Officer of the Assignee of the entire right, title and interest in the subject application as evidenced by the copy of the assignment attached thereto.

Respectfully submitted,



Jonathan C. Parks
Registration No. 40,120

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